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TO: V.J. St. Pierre, Jr., Parish President

FROM: Robert Brou, Director of Waterworks

SUBJECT: 2010 Annual Report

Sales for 2010 were up compared to the same period in 2009. Usage for 2010 was up 14.8 million gallons (0.6%) compared to 2009 and sales were up \$142,900 (1.5%).

Groundbreaking for the new East Bank Water Treatment Plant was held in November 2008, with construction proceeding throughout 2009 and 2010. This expansion of the East Bank treatment facilities include two new 6 million gallons per day (MGD) Super Pulsator clarifiers, two 6 MGD Greenleaf filter units, a new operator control room and chemical feed building. This two year project is anticipated to be in operation by the middle 2011.

Hurricane shutters were installed at both East and West Bank Office buildings in 2010. The installation of hurricane shutters was also started at both Treatment Plants and should be in place by the 2011 Hurricane season. These projects were funded through FEMA's Hazard Mitigation Program.

BILLING In spite of our efforts to give customers our undivided attention, we still performed nearly 3,379 lock-offs, which is an increase from the previous year.

A new billing software package was obtained in 2009. The transition to the new software was completed in 2010. This will allow us in the future to do such things as combining the residential and 2nd irrigation meters of our customers into one bill thus reducing postage and printing costs, offering e-billing to customers who no longer want a paper bill and the possibility of implementing a blanket-type meter deposit for owners of multiple properties that only need service on for short periods between renters.

Bank Drafting was first made available to customers in 1997, and the number of people taking advantage of this service has increased in 2010. At the end of December, 2651 customers are participating in bank drafting, with a total number of transactions for 2010 being 30445. This represents 13.1% of our total collection activities.

On-line Bill Payments was first made available to customers in July 2008, and the number of customers taking advantage of this service has increased. The total payments received through this service for 2010 was 18152. This represents only about 7.8% of our total collections, but it is another option offered to the customers for paying their bills. Mail is still the most favored method of payment but has shown a steady decline since the implementation of these two payment options.

METER READING 267,425 accounts were scheduled to be read in 2010. Of this number, 20,401 (7.63%) meters failed the parameter check (50% over / 50% under average customer consumption) and were reread / re-checked during the reading process. Another 2,621 (0.98%) readings/consumption usage inconsistencies were rechecked through the issuance of work orders.

The department has begun the transition to electronic or Automatic Meter Readings (AMR). Two radio read units, laptops and software have been purchased in 2009 and 2010. We will continue to replace old and outdated meters with ones compatible with this new system. Utilizing this methodology it will take many years to completely transition the departments 22,000 plus meters to AMR, but will allow us to spread the cost over many budget cycles. Once complete this system will reduce the number of employees classified as Meter Readers needed by the Waterworks. The Department of Waterworks currently has around 1500 AMR meters in our system representing nearly 7% of our total water meters.

DISTRIBUTION The distribution system required a significant amount of maintenance in 2010. 244 repairs were completed on services of 2 inches or less as well as 72 leaks on the main line. 56 water services of 2 inches or less were installed. 56 other maintenance activities were completed as well as 5,358 calls for line locations.

Engineering was begun for the replacement of approximately 4200 feet of 4" and 6" water main along Evangeline Road in Montz with a new 8" PVC Water Main. Funding in the amount of \$135,714.00 for this project was available from the Coastal Water Enrichment Fund, however engineering estimates came in at \$451,673.50. This project is on hold until additional funding can be obtained.

PLANT OPERATIONS Operational data and reports received on organic, inorganic, bacteriological and radiological laboratory analyses indicated that our drinking water quality met and exceeded all regulations during the year, with one exception. In June of 2010 the eastern half of the East Bank Distribution system incurred a Tier II Bacteriological MCL violation when

four samples were reported as coliform positive. Coliform bacteria are a collection of relatively harmless microorganisms that live in large numbers in the environment. Coliform are usually a sign that there could be a problem with the treatment or distribution system. Further testing found no harmful bacteria present in the affected area and no further violation occurred during the remainder of the year.

Engineering was begun on the refurbishment of the East Bank's C Plant Clarifier with construction activities to be performed after the new plants have been placed into service. The EB C-plant will be refurbished sometime in late 2011. It cannot be taken out of service for these repairs until the new treatment units currently under construction have been completed and have displayed their ability to reliably provide water. Engineering for C-plant is being funded by the State of Louisiana through its capital outlay program.

It should be noted that the newest of the seven water plants currently operated by the department is over twenty five years old and therefore they all need constant maintenance and upgrades to continue to operate in compliance with current regulations. The oldest plants on both East and West Banks are 60 years old; these are the original Water Treatment Plants for St. Charles Parish.

Ground Water Storage Tank #2 on the West Bank was scheduled to be repainted in 2010. The Department has entered into a ten-year maintenance agreement on this tank with Utility Services Inc. whereby the tank has been completely repainted inside and out. The new paint job will be paid for over the next eight years. The maintenance agreement calls for Utility Services to inspect the tank every year and repaint the tank as needed or repair any structural steel at their expense for the next ten years. Under this contract the maintenance expenses are spread out over many years and eliminate any unforeseen repair costs.

FUTURE CONCERNS

Additional sources of funding for required capital projects must be found in order to prevent disruptions in service or allowing our infrastructure to deteriorate. Delays in repairing or replacing infrastructure items only add to the ultimate costs and increase the chances that water quality or supply will be adversely affected. We will continue to seek funds from grants, capital outlay and federal appropriations to fund our major projects.

Thought should also be given to implementing some system of accessing monetary impact to the Department's infrastructure by subdivision developers with appropriate fees being imposed accordingly.

Changes to the Louisiana Department of Health and Hospitals Operator Certification requirements may require the Department of Waterworks to hire additional employees to work in our treatment plants in the near future. It is possible that we will have to develop an "Operator in Training" position to work with the licensed operator. This new position would act as a training ground for new operators without the time constraints on obtaining a license from the state. This position would also improve safety for employees working night and weekend shifts.